

**Metropolitan Transportation Commission
Operations Committee**

January 13, 2023

Agenda Item 4b - Revised

**Purchase Order Contract: Commuter Benefits Program Database and Registration Portal
Salesforce Integration Services: Slalom, LLC (Slalom, LLC) (\$800,000)**

Subject:

A request for Committee approval of an initial Purchase Order (PO) Contract with Slalom, LLC in an amount of \$500,000, with authorization to negotiate and execute subsequent amendments to the PO Contract for a total cumulative contract amount not to exceed \$800,000, for the term of February 1, 2023 through June 30, 2026, for discovery, design, development, and ongoing maintenance work of the Commuter Benefits Program database and registration portal in Salesforce.

Background:

In July 2022, the Operations Committee approved a new purchase order with Slalom to provide technical consulting services to develop and operate the regional and internal customer account management programs in Salesforce.

Per Senate Bill 1128, the Bay Area Commuter Benefits Program was established and requires Bay Area employers with 50 or more full-time employees within the Bay Area Air Quality Management District boundaries to register with the Bay Area Commuter Benefits Program and provide commuter benefits to their covered employees.

MTC's primary role is employer registration, including providing and maintaining the employer database while the Air District focuses on enforcement-related activities. Currently, this program is supported by a custom-built registration website and admin interface application. This setup is no longer scalable as the needs of the program have changed, and both MTC and Air District staff agree that in order to register as many employers required to register as possible, a more robust database is needed, including automated processes and improved reporting. In preparation for the new Commuter Benefits Program contractor beginning in July 2023, the new database platform, if approved, would be in place and ready for use by the new contractor.

The MTC Salesforce platform currently provides the FasTrak case escalation management system, Clipper® START application and customer service system, the MTC/ABAG Contacts Center, and the Regional Transit Connection (RTC) discount card intake and verification system.

MTC will soon launch the Richmond-San Rafael Bridge e-Bike Rebate application and customer service system, the MTC Help Desk system, and the Express Lanes START application and customer service system. In the long term, MTC intends to provide a single regional account platform so that Bay Area travelers can access and manage multiple benefit programs. The Commuter Benefits Program database platform is another similar public mobility project that could be undertaken by Slalom, as MTC's current Salesforce Integrator.

Contract Actions:

Under the proposed PO Contract, Slalom would perform discovery, design, development, and ongoing maintenance work on the Commuter Benefits Program database and registration portal in Salesforce. Authority to issue the proposed PO Contract is subject to receipt of federal funding authorization (E-76) and approval of a public-interest finding (PIF) from Caltrans. Slalom's services will be procured using the California Multiple Award Schedule (CMAS), a collaborative intergovernmental procurement vehicle, based on their Federal General Services Administration (GSA) Schedule, which satisfies MTC's competitive procurement requirements. Slalom is an authorized vendor under CMAS and has been recognized as a Salesforce Partner and a multiple-year winner of Salesforce's Innovation Award.

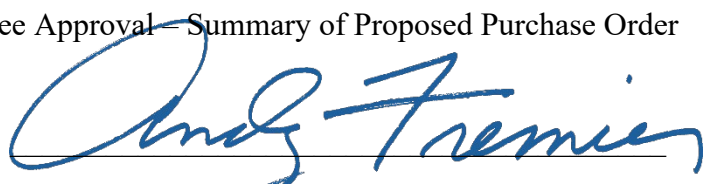
Slalom is neither a small business nor a disadvantaged business enterprise and currently has no subcontractors.

Recommendations:

Staff recommends that the Operations Committee authorize the Executive Director or designee to issue an initial PO Contract to Slalom, LLC in an amount of \$500,000, and to negotiate and execute subsequent amendments to the PO Contract in a cumulative amount not to exceed \$800,000 for the term of February 1, 2023 through June 30, 2026 to provide Salesforce integration work on the Commuter Benefits Program database and registration portal.

Attachments:

- Attachment A: Request for Committee Approval – Summary of Proposed Purchase Order Contract



Andrew B. Fremier

Request for Committee Approval

Summary of Proposed Purchase Order Contract

Work Item No.: 1222

Consultant: Slalom, LLC
Seattle, WA

Work Project Title: Technical Salesforce Integration and Administration Services

Purpose of Project: To provide technical integration and administration services for Salesforce platform development.

Brief Scope of Work: Provide technical integration and professional services to design, develop, enhance, and maintain the Salesforce platform for regional and internal customer account management program needs.

Project Cost Not to Exceed: \$800,000

Funding Source: Congestion Management and Air Quality / Surface Transportation Program Funding

Fiscal Impact: \$800,000 is included in the FY 2022-23 MTC budget.

Motion by Committee: That the Executive Director or designee is authorized to negotiate and enter into a PO Contract with Slalom, LLC for the term of February 1, 2023 through June 30, 2026, with a cumulative amount not to exceed \$800,000 (including any subsequent amendments) for the technical Salesforce integration and administration services described above and in the Operations Committee Summary Sheet dated January 13, 2023 and that the Chief Financial Officer is authorized to set aside \$800,000 for such PO Contract.

Operations Committee:

Carol Dutra-Vernaci, Chair

Approved: January 13, 2023